

December 6, 2022

To:

1915(c) Waiver Dental Providers

From:

Dr. Crystal Manners and Dr. James Gillcrist, TennCare Dental Directors; Jordan Allen, Deputy Commissioner of Program Operations, Department of Intellectual and Developmental Disabilities; and Sarah Shannon, Managing Client Partner and Autumn Burke, IDD Programs Coordinator, DentaQuest

Subject: Dental Services on or after January 1, 2023

Beginning January 1, 2023, all Medicaid eligible adults will receive dental services through TennCare's Adult Dental Plan. These services will be managed by the Dental Benefits Manager, DentaQuest.

TennCare's Adult Dental Plan is not all inclusive of the current dental benefits available to 1915(c) waiver members. However, the additional waiver-funded benefits will still be covered through the 1915(c) waivers. TennCare, DIDD, and DentaQuest are all working to make this process as simple as possible. Unfortunately, TennCare is still waiting on approval of a waiver amendment for Integration of the 1915(c) waivers into the main TennCare waiver from the Centers for Medicare and Medicaid Services (CMS) which would allow DentaQuest to handle ALL dental services for 1915(c) waiver members. Because TennCare does not yet have this approval, DentaQuest can only review the new adult dental benefits and DIDD will review the additional waiver-funded dental services in the treatment plans. We understand this is not ideal and we have developed an interim process to mitigate some of the administrative challenges this poses.

How do I submit a treatment plan after January 1, 2023?

Treatment plans for dental services to be completed on or after January 1, 2023, must be submitted to DentaQuest. DentaQuest will communicate approval or denials of services covered by TennCare's Adult Dental Plan to dental providers and members. DentaQuest will share the remaining portions of the treatment plan request with DIDD for review. DIDD will communicate approvals or denials of waiver-funded dental services (those dental services not covered under the new TennCare Adult Dental Plan) to dental providers and members.

What about currently approved treatment plans?

Any active dental treatment plans submitted by current dental providers for 1915(c) waiver participants will end December 31, 2022.

How do I get paid for dental services for 1915(c) waiver members after January 1, 2023?

Dental providers must be contracted with DentaQuest to provide services under TennCare's Adult Dental Plan as of January 1, 2023. Dental providers must also have current provider agreements with DIDD in order to receive payment for waiver funded services by DIDD. These provider agreements with DIDD will be necessary until the state receives approval for Integration from CMS.

Providers, commonly referred to as "mobile anesthesia" providers, that offer in-office anesthesia or sedation only services will remain under a provider agreement with DIDD at this time. There will be no change for those anesthesia/sedation only providers at this time.

I have a lot of questions. Who can I contact?

DIDD, DentaQuest and TennCare will host a presentation and Q&A in preparation for this transition plan on December 16, 2022, at 11:00 AM. This will be recorded and made available for any providers unable to attend. A link will be provided through DIDD's Open-Line following the presentation.

All dental providers may continue to submit requests for emergency dental services or treatment plans for services anticipated to be completed by December 31, 2022. Any services not completed by December 31, 2022, will require submission to DentaQuest for review.

For additional questions, please contact DentaQuestTNIDDPrograms@greatdentalplans.com